

# Customer Service Charter:

## Our service commitment to you

### Our purpose

Libraries ACT delivers contemporary, relevant information, learning and leisure services meeting community needs.

### Our Values

Excellence, Respect, Safety, Integrity, Collaboration, and Innovation.

**Libraries ACT strives for excellence by providing the highest standard of service to our community**

### What you can expect from us

- Efficient service delivered by courteous, confident and committed staff
- Easy access to resources and services that are inclusive and that respect our community's diversity
- Resources and services that respond to individual and community needs
- Library spaces that are inviting, accessible, safe, comfortable and well designed
- A timely response to service requests
- Provision of current information about the latest programs, services and events

### What we expect from you

- To be courteous and respectful towards our staff
- To respect others who access our services, including their privacy
- To be patient during busy times
- To understand our staff have processes and obligations they must follow
- To help us recognise our staff by telling us when you received excellent customer services

### Feedback and complaints

We value the feedback we receive about our service and will use it to continually improve the services we deliver to the community. You can contact us in the following ways:

**In person:** at your local library

**By email:** [Library.customer.info@act.gov.au](mailto:Library.customer.info@act.gov.au)

**By mail:** PO Box 158, Canberra City, ACT 2601

**By phone:** 13 22 81

**Libraries ACT,  
inspiring:  
Belonging,  
Connections,  
Lifelong  
learning**



**ACT**  
Government

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